

MAIL STOP AF**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

IN RE THE APPLICATION OF) McCORMACK, Tony et al.
SERIAL NO.:) 10/645,438
FILED:) August 21, 2003
FOR:) Management of Queues in Contact Centres
CUSTOMER NUMBER) 23644
CONFIRMATION NO.) 7992
ART UNIT:) 2153
EXAMINER:) Chea, Philip J.
ATTORNEY DOCKET NO.) 920673-94702

RESPONSE TO FINAL OFFICE ACTION OF JANUARY 8, 2009

Honorable Director of Patents and Trademarks
PO Box 1450
Alexandria, VA 22313-1450

Dear Sir,

In response to the Examiner's final Office Action of January 8, 2009, the Applicants make the following amendments and remarks: